E-GOVERNMENT EFFORTS FOR MONTANA

Montana Interactive General Manager's Report

2nd Quarter 2019

Executive Summary

Non-Monetary Transactions	
# of transactions processed in 2019 …………………………………………………………………………...	4,014,655

Monetary Transactions (processed by Montana Interactive)	
# of transactions processed in 2019 …………………………………………………………………….......	3,744,687
Gross amount collected in 2019 (includes agency identified statutory/rule and any add'l fees) ….…....	$181,176,785

Total Dollars Processed through all eGovernment Services offered by the State	$181,176,785
Total Dollars Remitted to the State (statutory/rule fee)	(176,028,269)
Total Net Revenues to Montana Interactive before operating expenses	5,148,516

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	0
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	5,148,516
Total Portal Revenue	5,148,516
Payment Processing and Other Operating Costs	(3,939,051)
Total Operating Income	1,209,465
Total Provision for income taxes	(337,805)
Net Income	$ 871,660

Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)	
# of transactions processed in 2019 (Business Tax Express) ……………………………………….……	74,744
Gross amount collected in 2019 (Business Tax Express) …………………………………………….…..	$134,442,001

State Costs Avoided (since start of contract in 2001)	
Cumulative cost savings to the state ……………………………………………………………………	$19,289,149

The "State Costs Avoided" of over &19.2 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana
Through use of the Self-Funded Model
(millions of dollars)

Year	Savings
2003	2
2004	3.2
2005	4.1
2006	4.8
2007	5.5
2008	6.3
2009	6.9
2010	7.6
2011	9.1
2012	10
2013	11.2
2014	12.6
2015	13.9
2016	15.4
2017	16.7
2018	18.7
2019	19.2
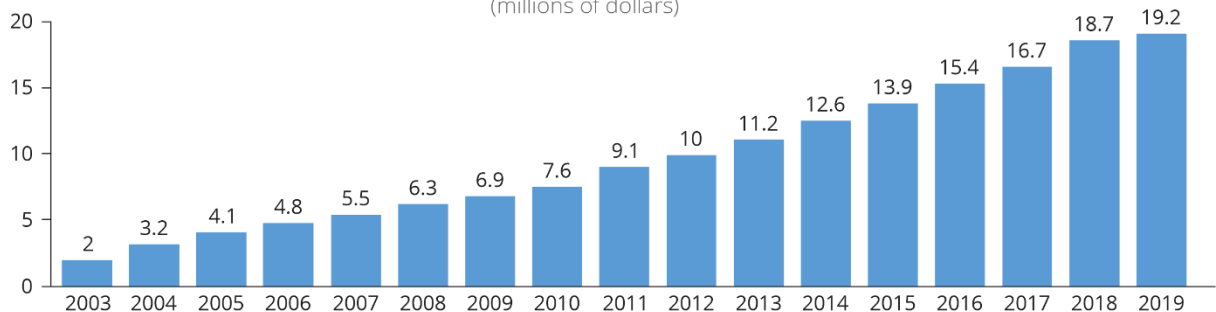
eGovernment Success Stories

Local Government

Montana county and city governments have been strong supporters of Montana Interactive (MI) over the last several years. With an increasing number of partnerships, MI provided Over the Counter (OTC) training to Miles Community College, Towns of Plains, and Glacier County in Quarter 2. In addition to the OTC opportunities, MI launched two new Common Checkout Page (CCP) instances in partnership with Glacier County and Gallatin County.

Since launching in May, Gallatin County's iTax application has processed over $330,000 in transactions. MI team members traveled to Bozeman, MT, to meet with the Gallatin County Treasurer's office. The team provided training on TPE to ease reconciliation efforts and discussed with the county team additional payment opportunities, including the implementation of 12 swipe devices with the Over the Counter (OTC) service at their county Motor Vehicle Division (MVD) offices.

Montana Interactive also held its annual County Burn Permit User Group call. MI worked with the Tri-Lakes County Fire Chief to schedule the call with the 17 participating counties. Development on the 18th county, Musselshell, also began in Quarter 2. Montana's burn season has been off to a strong start, with 7,451 new burn permits issued in Q2 alone. An additional 6,228 permits were renewed between April 1 and June 30, resulting in over 32,900 permit activations. The efficiencies created from the Burn Permit Service continue to be invaluable to participating counties – over 36,000 calls have been diverted from county personnel so far this year.

AccessGov

The Montana Department of Agriculture launched a new payment form in their AccessGov instance. Citizens will now be able to make electronic payments for Hail Insurance. The department also launched an additional form for citizens to complete claims related to hail damage.

The Montana Department of Public Health and Human Services (DPHHS) launched a new AccessGov instance, which included the debut of the team's Host Site Application form. This form creates great efficiencies for the DPHHS VISTA team, who currently receive paper applications and conduct extensive back and forth with applicants to ensure all necessary information is required. The VISTA team will now have their own tenant in the platform, giving them the ability to create forms that can be electronically completed by both volunteers, host sites, and non-profit organizations.

The VISTA program strives to keep Montana children, communities and families strong and resilient against risks such as unintended and unhealthy pregnancies, child abuse and neglect, substance abuse, crime and violence, and high school dropouts. DPHHS' Prevention Resource Center, who oversees the VISTA project, currently has volunteers in 11 different Montana cities including Bozeman, Great Falls, and Helena.

Payment Processing

Montana Interactive (MI) saw a steady increase in the number of payments processed on behalf of the state in Quarter 2 of 2019. The 276,600 transactions reflected 193 different services that saw payments completed, up from 167 in Q2 of 2018 and a 18.9% increase in transaction counts from Q2 2017. An additional 1,625,732 registered user transactions were also processed in the second quarter, with nearly all of the transactions coming from Department of Justice related services.

City and counties accounted for 69 of the services that processed payments, roughly 36% of all services processing payments in Q2. State agencies also saw success with processing payments, with the Montana Fish Wildlife and Parks (FWP) processing over 89,000 transactions between April 1 and June 30. The Montana Department of Justice's MERLIN Payment Portal processed the largest number of transactions for a quarter since launching in 2016, with citizens making 19,326 payments with debit/credit cards in county Motor Vehicle Division offices; allowing for straightforward payment interactions for citizens to government.

The Montana Department of Public Health & Human Services (DPHHS) Medical Marijuana Program team has been diligently working with Complia on legislative updates to their application. An increase in the number of licensed marijuana providers and license holders has led to an increase in adoption for the online service, with 10,516 transactions done in Q2 of 2019, representing 46% of all transactions.

Overview of eGovernment Activities

Achieved in Q2 2019

35 eGovernment activities were launched and/or addressed during Q2 2019. This includes **8** AccessGov tenants, **2** Over the Counter payment services, **2** Common Checkout Page payment services, **10** Conference & Training Registration services, **3** ePass Service Provider integrations, and **10** enhancements and additions to existing eGovernment services.

eGovernment Activities – 2019

Service	Agency	Entity Type	Service Type	Launched
Driver Record - Monitor File Format Changes	**Justice**	**State**	**Enhancement Request**	**06/30/2019**
Driver Record - Point-to-Point File Format Changes	**Justice**	**State**	**Enhancement Request**	**06/30/2019**
Driver Record - Search File Format Changes	**Justice**	**State**	**Enhancement Request**	**06/30/2019**
Temporary Registration Permit - Version 5.5.6 SI Fee Update	**Justice**	**State**	**Enhancement Request**	**06/30/2019**
DOJ Services - End of Year service shut off and turn on	**Justice**	**State**	**Enhancement Request**	**06/28/2019**
Conference - VETS 2019 Conference	**Labor and Industry**	**State**	**Conferences**	**06/11/2019**
Dealer Agent Licensing - retire application	**Livestock**	**State**	**Enhancement Request**	**06/06/2019**
AccessGov - Miles Community College	**University of Montana**	**University**	**AccessGov**	**06/04/2019**
Payment Portal - Miles Community Over the Counter	**University of Montana**	**University**	**OTC**	**06/04/2019**
Payment Portal - Glacier County Over the Counter	**Glacier County**	**County**	**OTC**	**05/21/2019**
Conference - State of Montana Cyber Tabletop Exercise	**Administration**	**State**	**Conferences**	**05/15/2019**
Conference - 2019 Montana Insurance Summit	**Auditor's Office**	**State**	**Conferences**	**05/15/2019**
University of Montana - Western Tuition Payments	**University of Montana**	**University**	**Enhancement Request**	**05/14/2019**
Conference - Annual Conference 2019	**Montana Association of Counties**	**County**	**Conferences**	**05/09/2019**
Conference - MACo/PCT County Attorney Roundtable 2019	**Montana Association of Counties**	**County**	**Conferences**	**05/09/2019**
Payment Portal - Gallatin County Tyler Technology iTax Common Checkout Payment Integration	**Gallatin County**	**County**	**CCP**	**05/08/2019**
Conference - Montana Tech Career Fair	**University of Montana**	**University**	**Conferences**	**05/06/2019**
CONWEB - add ePass path for State users	**Corrections**	**State**	**Enhancement Request**	**05/02/2019**
Payment Portal - Glacier County Black Mountain Common Checkout Payment Integration	**Glacier County**	**County**	**CCP**	**04/30/2019**
Online Marriage License Application - Cascade County	**Cascade County**	**County**	**AccessGov**	**04/25/2019**
Online Marriage License Application - Fallon County	**Fallon County**	**County**	**AccessGov**	**04/25/2019**
Conference - Missing and Murdered Indigenous Women Task Force Meeting and Training	**Justice**	**State**	**Conferences**	**04/25/2019**
Online Marriage License Application - Lewis & Clark County	**Lewis and Clark County**	**State**	**AccessGov**	**04/25/2019**
Online Marriage License Application - Park County	**Park County**	**County**	**AccessGov**	**04/25/2019**
Online Marriage License Application - Phillips County	**Phillips County**	**County**	**AccessGov**	**04/25/2019**
Online Marriage License Application - Prairie County	**Prairie County**	**County**	**AccessGov**	**04/25/2019**
VISTA - Host Site Application and Reapplication form addition	**Public Health**	**State**	**Enhancement Request**	**04/25/2019**
Online Marriage License Application - Sheridan County	**Sheridan County**	**County**	**AccessGov**	**04/25/2019**
ePass Service Provider - MOTBD Business Survey Tool	**Commerce**	**State**	**ePass Service Provider**	**04/24/2019**
Conference - 2019 Summer Institute	**Public Health**	**State**	**Conferences**	**04/24/2019**
ePass Service Provider - FCS	**Public Health**	**State**	**ePass Service Provider**	**04/24/2019**
ePass Service Provider - Montana Childcare Reviews	**Public Health**	**State**	**ePass Service Provider**	**04/24/2019**
Conference - 2019 Labor Relations Training	**Administration**	**State**	**Conferences**	**04/22/2019**
ePass 3.0 - 3.10.1 Release - Security updates	**Administration**	**State**	**Enhancement Request**	**04/18/2019**
Conference - Community First Choice and Big Sky/SDMI Spring Training	**Public Health**	**State**	**Conferences**	**04/03/2019**

Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	OTC	03/28/2019
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	Custer County	County	OTG Pay	03/28/2019
Child Support Payments Employer Fee Absorption	Public Health	State	Enhancement Request	03/26/2019
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	Conferences	03/26/2019
Payment Portal - University of Montana Helena Tuition Payments remove $10 fee	University of Montana	University	Enhancement Request	03/21/2019
Veteran's Designation MERLIN Customer Verification Process	Justice	State	Enhancement Request	03/20/2019
iPermit - Add Column and filter by permit type	Transportation	State	Enhancement Request	03/19/2019
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	OTC	03/15/2019
Made in Montana Link Updates	Commerce	State	Enhancement Request	03/12/2019
Payment Portal - University of Montana Western - Admissions	University of Montana	University	Enhancement Request	03/11/2019
ePass Service provider - SOS enterprise	Secretary of State	State	ePass Service Provider	03/06/2019
ALS text updates	Fish, Wildlife and Parks	State	Enhancement Request	03/05/2019
Criminal History Online Public Record Search Fee increase 2019	Justice	State	Enhancement Request	03/01/2019
Burn Permit	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	Enhancement Request	02/28/2019
ePass Service Provider - CAPSTONE	Public Health	State	ePass Service Provider	02/20/2019
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	AccessGov	02/14/2019
Conference - Kalispell Job Fair 2019	Labor and Industry	State	Conferences	02/11/2019
ePass Service Provider - LFC Reports	Administration	State	ePass Service Provider	02/05/2019
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	AccessGov	02/05/2019
AccessGov - Housing Division - Multifamily	Commerce	State	AccessGov	02/01/2019
ePass Service provider - SITSD Proof of Concept	Administration	State	ePass Service Provider	01/30/2019
Conference - MEDA 2019 Spring Conference	Commerce	State	Conferences	01/24/2019
Burn Permit - Fee Increase	Missoula County	County	Enhancement Request	01/18/2019
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	Conferences	01/17/2019
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	AccessGov	01/15/2019
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	Conferences	01/09/2019
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	Conferences	01/09/2019
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	Conferences	01/09/2019
Conference - 2019 Job Fair	Labor and Industry	State	Conferences	01/02/2019

2019 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2019. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements
A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

0 - new Custom eGovernment Services & Major Enhancements launched in the 2nd Quarter 2019
3 – Custom eGovernment Services & Major Enhancements launched in 2019
292 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Burn Permit	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	02/28/2019

Payment Processor Integrations – Common Checkout Page (CCP)
A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

2 – new Payment Processor Integration(s) occurred in the 2nd Quarter 2019
2 - Payment Processor Integrations occurred in 2019
45 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Gallatin County Tyler Technology iTax Common Checkout Payment Integration	**Gallatin County**	**County**	**05/08/2019**
Payment Portal - Glacier County Black Mountain Common Checkout Payment Integration	**Glacier County**	**County**	**04/30/2019**

Over the Counter (OTC) Payment Solutions
An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

2 - new OTC Payment Solutions launched in the 2nd Quarter 2019
4 – OTC Payment Solutions launched in 2019
112 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Miles Community Over the Counter	**University of Montana**	**University**	**06/04/2019**
Payment Portal - Glacier County Over the Counter	**Glacier County**	**County**	**05/21/2019**
Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	03/28/2019
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	03/15/2019

On The Go Pay (OTG Pay) Mobile Payment Solutions
The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Pay Mobile Payment Solution(s) launched in the 2nd Quarter 2019
1 – OTG Mobile Payment Solutions launched in 2019
4 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	**Custer County**	**County**	**03/28/2019**

AccessGov
The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

8 – new AccessGov Solution(s) launched in the 2nd Quarter 2019
12 – AccessGov solution launched in 2019

Service	Agency	Entity Type	Launched
AccessGov - Miles Community College	**University of Montana**	**University**	**06/04/2019**
AccessGov - Online Marriage License Application - Cascade County	**Cascade County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Fallon County	**Fallon County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Lewis & Clark County	**Lewis and Clark County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Park County	**Park County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Phillips County	**Phillips County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Prairie County	**Prairie County**	**County**	**04/25/2019**
AccessGov - Online Marriage License Application - Sheridan County	**Sheridan County**	**County**	**04/25/2019**
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	02/14/2019
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	02/05/2019
AccessGov - Housing Division - Multifamily	Commerce	State	02/01/2019
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	01/15/2019

AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 2nd Quarter 2019
0 – AppEngine solution launched in 2019
20 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new AppEngine services in 2019			

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 2nd Quarter 2019
0 – Shopping Cart Solutions launched in 2019
8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2019			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

10 – Enhancements launched in the 2nd Quarter 2019
20 – Enhancements have launched in 2019
602 – Enhancements have launched throughout our partnership since 2006*
* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched

Driver Control Record - Monitor File Format Changes	**Justice**	**State**	**06/30/2019**
Driver Record - Point-to-Point File Format Changes	**Justice**	**State**	**06/30/2019**
Driver Record - Search File Format Changes	**Justice**	**State**	**06/30/2019**
Temporary Registration - Permit Version 5.5.6 SI Fee Update	**Justice**	**State**	**06/30/2019**
DOJ Services - End of Year service shut off and turn on	**Justice**	**State**	**06/28/2019**
Dealer Agent Licensing - retire application	**Livestock**	**State**	**06/06/2019**
University of Montana - Western Tuition Payments	**University of Montana**	**University**	**05/14/2019**
CONWEB - add ePass path for State users	**Corrections**	**State**	**05/02/2019**
VISTA - Host Site Application and Reapplication form addition	**Public Health**	**State**	**04/25/2019**
ePass - 3.0 - 3.10.1 Release - Security updates	**Administration**	**State**	**04/18/2019**
Child Support Payments Employer Fee Absorption	Public Health	State	03/26/2019
Payment Portal - University of Montana Helena Tuition Payments remove $10 fee	University of Montana	University	03/21/2019
Veteran's Designation MERLIN Customer Verification Process	Justice	State	03/20/2019
iPermit - Add Column and filter by permit type	Transportation	State	03/19/2019
Made in Montana Link Updates	Commerce	State	03/12/2019
Payment Portal - University of Montana Western - Admissions	University of Montana	University	03/11/2019
ALS text updates	Fish, Wildlife and Parks	State	03/05/2019
Criminal History Online Public Record Search Fee increase 2019	Justice	State	03/01/2019
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	02/28/2019
Burn Permit - Fee Increase	Missoula County	County	01/18/2019

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

10 - new Conference and Training Registrations launched in the 2nd Quarter 2019
18 – Conference and Training Registrations launched in 2019
836 – Conference and Training Registrations have launched since 2006*
* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - VETS 2019 Conference	**Labor and Industry**		**06/11/2019**
Conference - State of Montana Cyber Tabletop Exercise	**Administration**		**05/15/2019**
Conference - 2019 Montana Insurance Summit	**Auditor's Office**		**05/15/2019**
Conference - Annual Conference 2019	**Montana Association of Counties**		**05/09/2019**
Conference - MACo/PCT County Attorney Roundtable 2019	**Montana Association of Counties**		**05/09/2019**
Conference - Montana Tech Career Fair	**University of Montana**		**05/06/2019**
Conference - Missing and Murdered Indigenous Women Task Force Meeting and Training	**Justice**		**04/25/2019**
Conference - 2019 Summer Institute	**Public Health**		**04/24/2019**
Conference - 2019 Labor Relations Training	**Administration**		**04/22/2019**
Conference- Community First Choice and Big Sky/SDMI Spring Training	**Public Health**		**04/03/2019**
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	03/26/2019
Conference - Kalispell Job Fair 2019	Labor and Industry	State	02/11/2019
Conference - MEDA 2019 Spring Conference	Commerce	State	01/24/2019
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	01/17/2019
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	01/09/2019
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	01/09/2019
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	01/09/2019
Conference - 2019 Job Fair	Labor and Industry	State	01/02/2019

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 2nd Quarter 2019
0 – new instances of the Mobile Event Agenda application launched in 2019
3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2019			

ePass Montana – the State's Single Sign-on Solution

ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

3 - new ePass Service Provider was configured in the 2nd Quarter 2019
7 – ePass Service Providers were configured in 2019
171 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - MOTBD Business Survey Tool	**Commerce**	**State**	**04/24/2019**
ePass Service Provider - FCS	**Public Health**	**State**	**04/24/2019**
ePass Service Provider - Montana Childcare Reviews	**Public Health**	**State**	**04/24/2019**
ePass Service Provider - SOS enterprise	Secretary of State	State	03/06/2019
ePass Service Provider - CAPSTONE	Public Health	State	02/20/2019
ePass Service Provider - LFC Reports	Administration	State	02/05/2019
ePass Service Provider - SITSD Proof of Concept	Administration	State	01/30/2019

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 2nd Quarte r2019
0 - Alliance Partnership Services launched in 2019
8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016-2019			

Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 2nd Quarter of 2019
0 – new Other eGovernment Related Activities were performed in 2019
4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

| Service	Agency	Entity Type	Launched
No New Other Related Activities in 2019 to date			

SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

C U S T O M E R   S U P P O R T

The MI Helpdesk handled 11,283 customer inquiries in the 2nd Quarter 2019
A total of 24,205 customer inquiries were handled by the MI Helpdesk in 2019
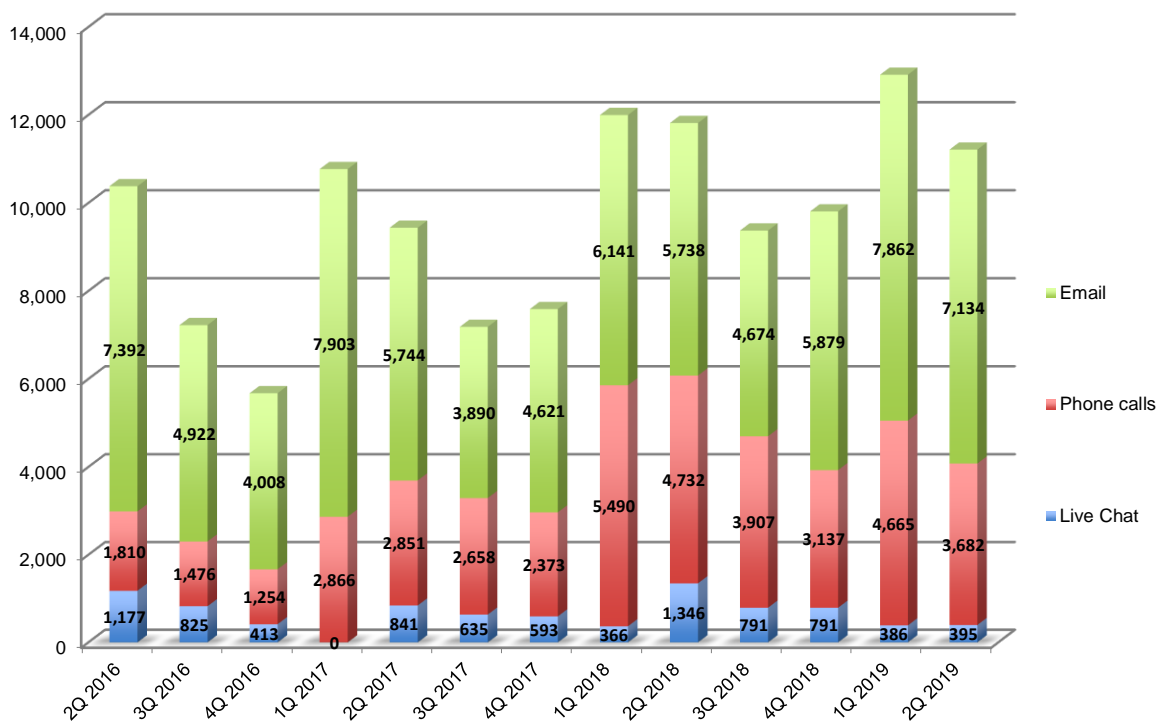
S E R V I C E   A C C E S S E S

Services with highest visits on app.mt.gov for 2019

| Service	Visits		Month	Visits 2018	Visits 2019
ePass Montana	1,610,826		January	827,842	894,591
Unemployment Insurance Filing	771,429		February	746,813	785,209
Correctional Offender Network	460,202		March	885,388	922,359
Hunting and Fishing Licenses	437,512		April	828,430	860,937
Child Support Lookup	317,742		May	727,694	778,660
Vehicle Registration Renewal (VRR)	211,699		June	682,360	689,373
My Revenue	209,909		July	663,189	
Prescription Drug Registry	165,424		August	683,207	
Temporary Registration Permit (TRP)	161,292		September	631,441	
Business Tax Express	80,390		October	753,638	
CHOPRS	54,297		November	728,389	
Burn Permits	54,037		December	881,578	
			Total	**9,039,082**	

In Q2, there were 2,332,433 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by Montana Interactive.

User sessions by device for Q2 2019

30%
mobile

4%
tablet

66%
desktop
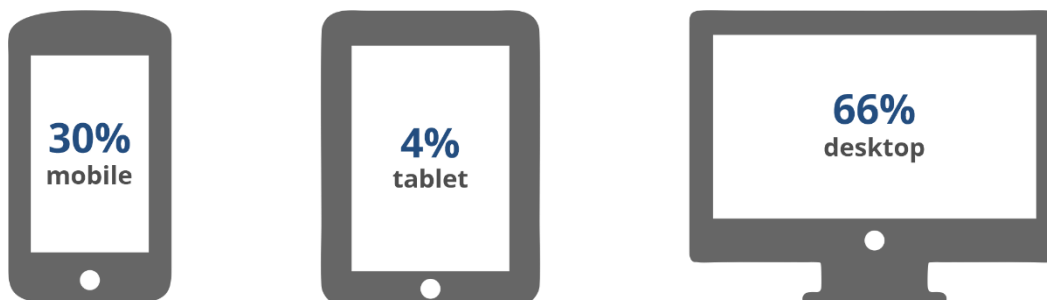
This represents the percentages of the 2,332,433 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q2.

User sessions by browser for Q2 2019

chrome	internet explorer	safari	edge	firefox	other
48%	**21%**	**17%**	**6%**	**5%**	**3%**
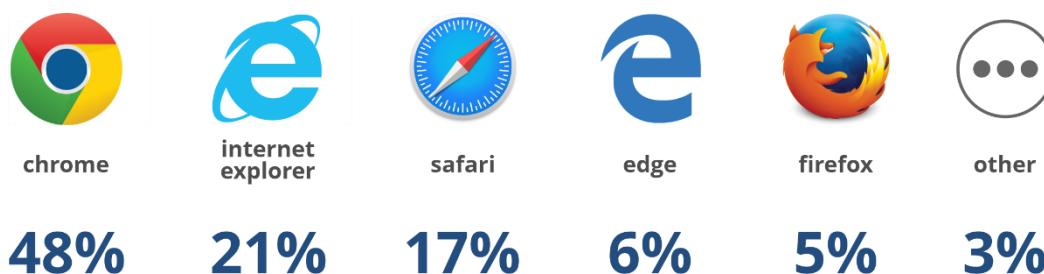
This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,332,433 total user sessions in Q2. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.

IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback. I can be reached at 449-3468 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

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